

**PUBLIC UTILITIES COMMISSION**505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298

December 18, 2018

Jerry Schmitz  
Vice President, Engineering  
Southwest Gas Corporation  
P.O. Box 98510, LVA-581  
Las Vegas, NV 89193-8510

GI-2018-10-SWG-05

**Subject: General Order (G.O.) 112-F Inspection of Southwest Gas Company's Public Awareness and Emergency Response Programs**

Dear Mr. Schmitz:

The Safety and Enforcement Division (SED) of the California Public Utilities Commission conducted a G.O. 112-F Inspection of Southwest Gas Company's (SWG) Public Awareness Program (PAP) and Emergency Response Program (ER) on October 15-18, 2018. SED's staff used Pipeline and Hazardous Material Safety Administration's (PHMSA) Inspection Assistant (IA) as a reference guide to conduct the inspection.

SED's staff had one recommendation which is described in the enclosed "Summary of Inspection Findings".

Please provide a written response within 30 days of your receipt of this letter indicating the measures taken by SWG to address the observations noted in the Summary of Inspection Findings.

If you have any questions, please contact Michelle Wei, at (213) 620-2780 or by email: [miw@cpuc.ca.gov](mailto:miw@cpuc.ca.gov).

Sincerely,

A handwritten signature in blue ink that reads "Kenneth A. Bruno".

Kenneth Bruno  
Program Manager  
Gas Safety and Reliability Branch  
Safety and Enforcement DivisionCC: Michelle Wei, SED/GSRB  
Laurie Brown, SWG  
Kan Wai Tong, SED/GSRB  
Matthewson Epuna, SED/GSRB  
Claudia Almengor, SED/GSRB

# Summary of Inspection Findings

**Dates of Inspection:** October 15-18, 2018

**Operator:** SOUTHWEST GAS CORP

**Operator ID:** 18536

**Inspection Systems:** Public Awareness Program and Emergency Response Program

**Assets (Unit IDs):** GI-2018-10-SWG04-05 (88373)

**System Type:** GD

**Inspection Name:** SWG PAP

**Lead Inspector:** Michelle Wei

**Operator Representative:** Laurie Brown

## Unsatisfactory Results

**No Preliminary Findings.**

## Concerns

Topical Content (OO, PA, CRM) : Public Awareness Program Effectiveness (MISCTOPICS.PUBAWARE)

Question Text Does the program require that materials and messages be provided in other languages commonly understood by a significant number and concentration of non-English speaking populations in the operator's areas?

References 192.616(g) (API RP 1162 Section 2.3.1)

Assets Covered GI-2018-10-SWG04-05 (SWG PAP)

Issue Summary In SWG's Public Awareness Plan the last paragraph of the Preface specifically states that the "...materials will be provided in other languages understood by a significant number and concentration of the non-English speaking population..." and that the most current US census is used to determine non-English speaking population. SED agrees that this meets the requirements of the code. However, we would also encourage you to include your stated threshold percentage for including an alternate language as well a listing of the other languages that you currently use in your materials so that your plan better reflects your process.